UPS Billing Centre User Guide

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WE ♡ LOGISTICS™

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The **UPS Billing Centre** is a secure web-based invoice presentation and payment application that provides our customers the ability to self-enrol to view their UPS invoices in several formats (online, PDF, CSV, and XML), dispute charges, generate reports with the Billing Analysis Tool (BAT), and pay invoices online.

Available for:

- Parcels

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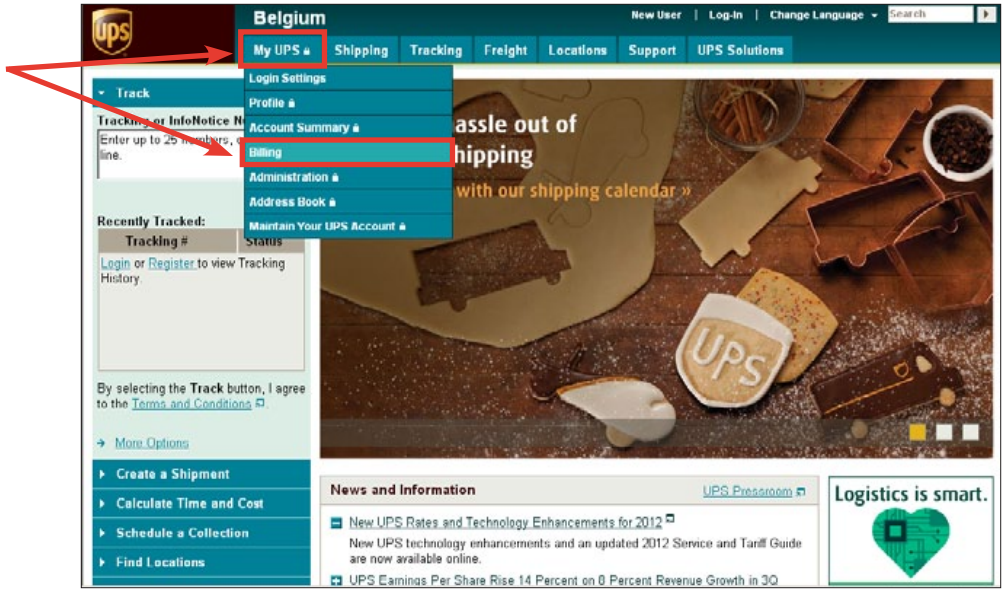
1. Accessing the UPS Billing Centre

Go to the ups.com® Homepage.

Select the **My UPS** tab from the top of the page. The drop-down menu will display.

Select **Billing** from the drop-down menu.



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Accessing the UPS Billing Centre

To enroll, select **Access the UPS Billing Centre** link.

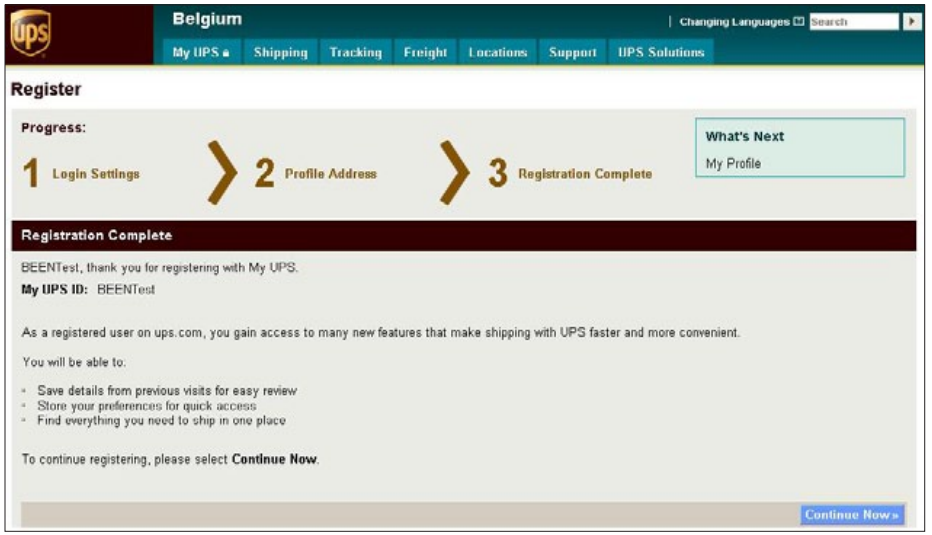
If you have enrolled previously in the UPS Billing Centre, select **Log In**.

Belgium
New User | Log-In | Changing Languages
Search
My UPS
Shipping
Tracking
Freight
Locations
Support
UPS Solutions
UPS Billing
View, manage, and pay UPS invoices electronically
UPS Billing Centre
The UPS Billing Centre provides you with secure online access to receive and view your invoices faster, pay online, and dispute invoices.
Learn More About the UPS Billing Centre
Log In »
What's New in Billing
We've updated this page to make important links more accessible. To find billing links that are no longer on this page, select the Additional Billing Support link below or look in the Electronic Billing Quick Links section.
Additional Billing Support »
Electronic Billing Quick Links
Find a quick path to the tools you need, access additional billing links, or find support for your billing questions.
Access the UPS Billing Centre
Void a Shipment
Request Technical Support for Billing

If you are not logged into My UPS, you will need to log in.

If you do not have a My UPS ID, select **Register** to create an ID and password.

This log-in will grant you access to applications on ups.com®, including the UPS Billing Centre.



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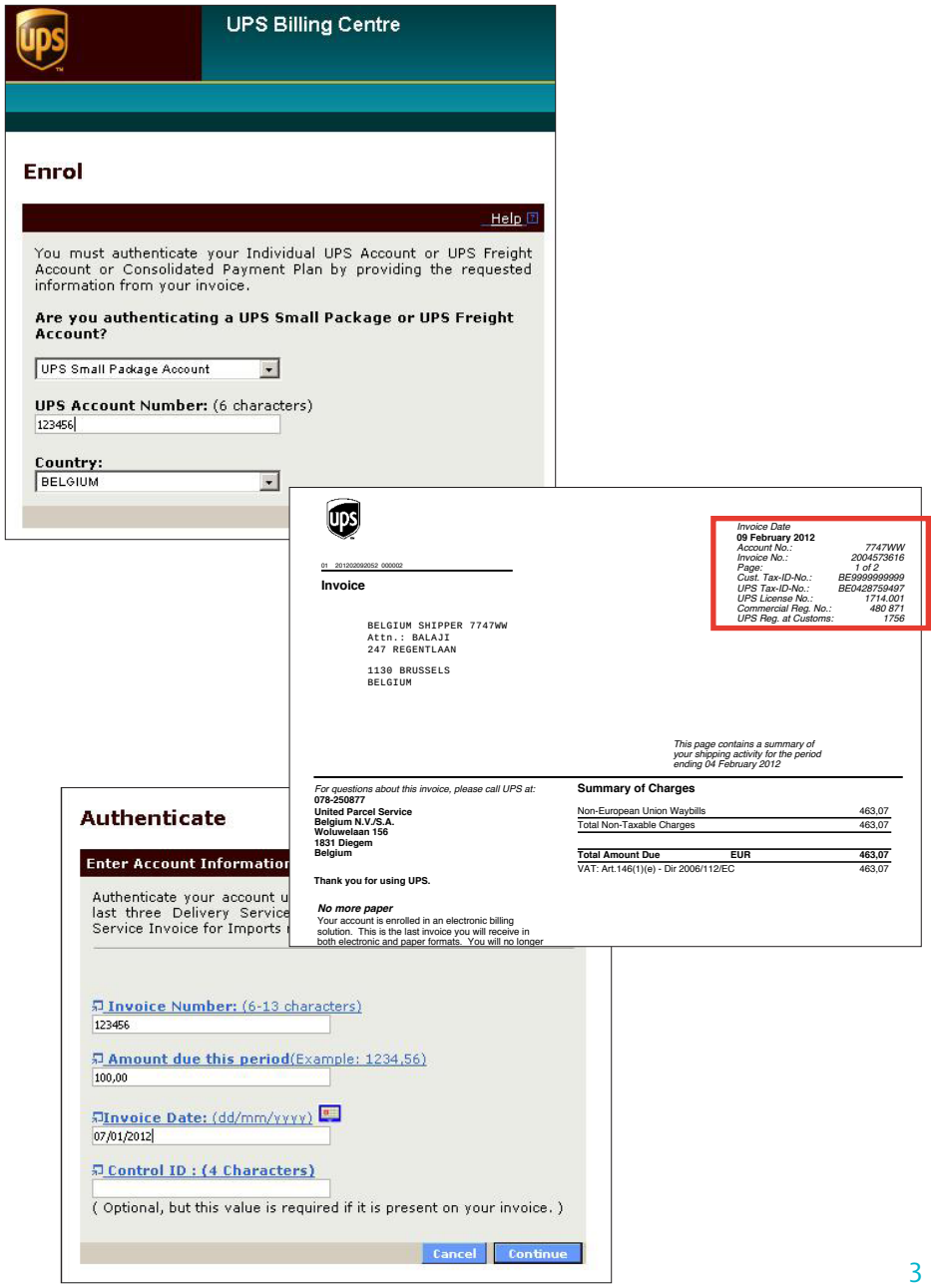
2. Enrolment

Account Invoice Authentication

Users must complete Account Invoice Authentication (AIA) to confirm they currently have access to invoice information for each account enrolled in the UPS Billing Centre.

Users will need to provide the following information from one of their last three Invoices generated within the past 45 days in order to successfully authenticate their UPS account:

- Account Number
- Country
- Invoice Number
- Amount Due this Period
- Invoice Date


UPS Billing Centre
Enrol
Help
You must authenticate your Individual UPS Account or UPS Freight Account or Consolidated Payment Plan by providing the requested information from your invoice.
Are you authenticating a UPS Small Package or UPS Freight Account?
UPS Small Package Account
UPS Account Number: (6 characters)
123456
Country:
BELGIUM
Invoice
BELGIUM SHIPPER 7747WW
Attn.: BALAJI
247 REGENTLAAN
1130 BRUSSELS
BELGIUM
Invoice Date
09 February 2012
Account No.: 7747WW
Invoice No.: 2004573616
Page: 1 of 2
Cust. Tax-ID-No.: BE9999999999
UPS Tax-ID-No.: BE0428759497
UPS License No.: 1714.001
Commercial Reg. No.: 480 871
UPS Reg. at Customs: 1756
This page contains a summary of your shipping activity for the period ending 04 February 2012
For questions about this invoice, please call UPS at:
078-250877
United Parcel Service
Belgium N.V./S.A.
Woluwelaan 156
1831 Diegem
Belgium
Thank you for using UPS.
No more paper
Your account is enrolled in an electronic billing solution. This is the last invoice you will receive in both electronic and paper formats. You will no longer
Summary of Charges
Non-European Union Waybills 463,07
Total Non-Taxable Charges 463,07
Total Amount Due EUR 463,07
VAT: Art.146(1)(e) - Dir 2006/112/EC 463,07
Authenticate
Enter Account Information
Authenticate your account u
last three Delivery Service
Service Invoice for Imports
Invoice Number: (6-13 characters)
123456
Amount due this period(Example: 1234,56)
100,00
Invoice Date: (dd/mm/yyyy)
07/01/2012
Control ID : (4 Characters)
(Optional, but this value is required if it is present on your invoice.)
Cancel
Continue

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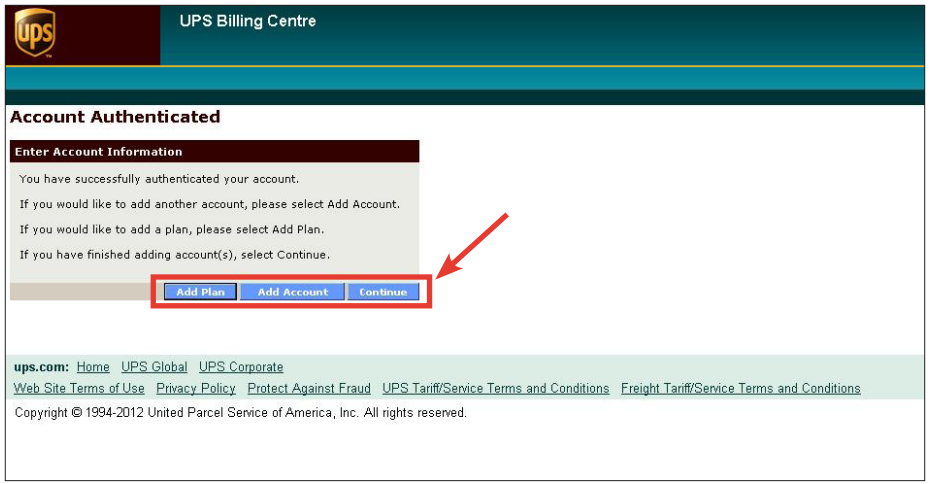
Account Invoice Authentication *(continued)*

Users will be informed when they have successfully authenticated their account.

After authenticating the first account, the user can add additional accounts or continue with the enrolment process.

All accounts enrolled by the user will be associated to their profile.


UPS Billing Centre
Account Authenticated
Enter Account Information
You have successfully authenticated your account.
If you would like to add another account, please select Add Account.
If you would like to add a plan, please select Add Plan.
If you have finished adding account(s), select Continue.
Add Plan
Add Account
Continue
ups.com: Home UPS Global UPS Corporate
Web Site Terms of Use Privacy Policy Protect Against Fraud UPS Tariff/Service Terms and Conditions Freight Tariff/Service Terms and Conditions
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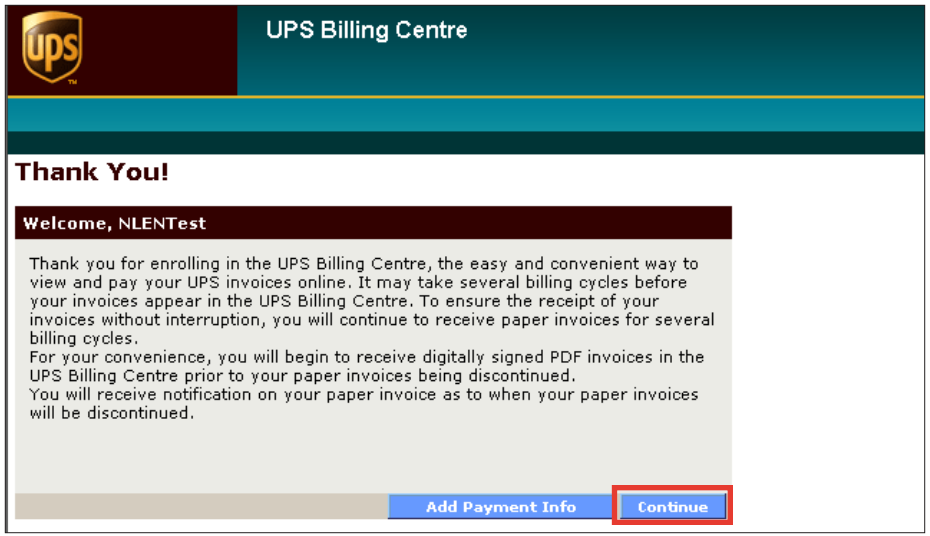
Users will be informed that they have successfully enrolled their account in the Billing Centre.

Payment information may be added after enrolment is complete.

Additional accounts may be added through the administration module after logging into the Billing Centre.

When the **Continue** button is selected, the Overview page in the UPS Billing Centre will be presented.


UPS Billing Centre
Thank You!
Welcome, NLENTest
Thank you for enrolling in the UPS Billing Centre, the easy and convenient way to view and pay your UPS invoices online. It may take several billing cycles before your invoices appear in the UPS Billing Centre. To ensure the receipt of your invoices without interruption, you will continue to receive paper invoices for several billing cycles.
For your convenience, you will begin to receive digitally signed PDF invoices in the UPS Billing Centre prior to your paper invoices being discontinued.
You will receive notification on your paper invoice as to when your paper invoices will be discontinued.
Add Payment Info
Continue

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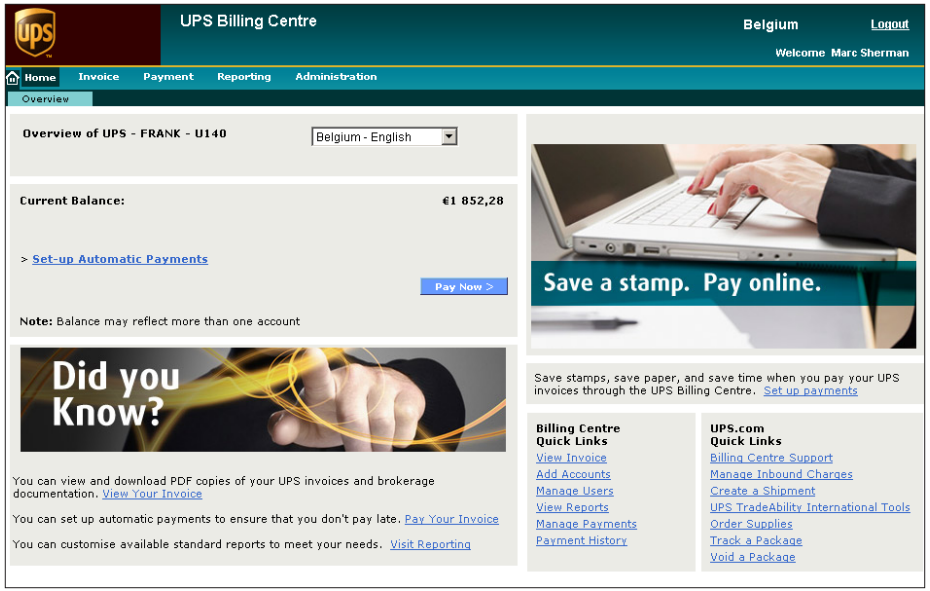
3. Overview

Tabs are located across the top of every screen throughout the UPS Billing Centre. These tabs may be selected to use various features and functionality.

Users can view and/or select the following key elements on the Overview page:

- Billing Centre Balance (amount outstanding) for entire Company (sum of all accounts established under the Company)
- Set up Automatic Payments
- Accounts enrolled in Automatic Payments
- Pay Now button to access the Payments area


UPS Billing Centre
Belgium
Logout
Welcome Marc Sherman
Home
Invoice
Payment
Reporting
Administration
Overview
Overview of UPS - FRANK - U140
Belgium - English
Current Balance:
€1 852,28
> Set-up Automatic Payments
Pay Now >
Note: Balance may reflect more than one account
Save a stamp. Pay online.
Did you Know?
Save stamps, save paper, and save time when you pay your UPS invoices through the UPS Billing Centre. Set up payments
You can view and download PDF copies of your UPS invoices and brokerage documentation. View Your Invoice
You can set up automatic payments to ensure that you don't pay late. Pay Your Invoice
You can customise available standard reports to meet your needs. Visit Reporting
Billing Centre Quick Links
View Invoice
Add Accounts
Manage Users
View Reports
Manage Payments
Payment History
UPS.com Quick Links
Billing Centre Support
Manage Inbound Charges
Create a Shipment
UPS TradeAbility International Tools
Order Supplies
Track a Package
Void a Package

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4. Invoice Tab

Under the Invoice tab, users have access to Invoice Summary and Invoice Detail information, along with access to online, PDF, CSV and XML formats of their invoices. Users may also dispute charges or request adjustments.

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Invoice Tab

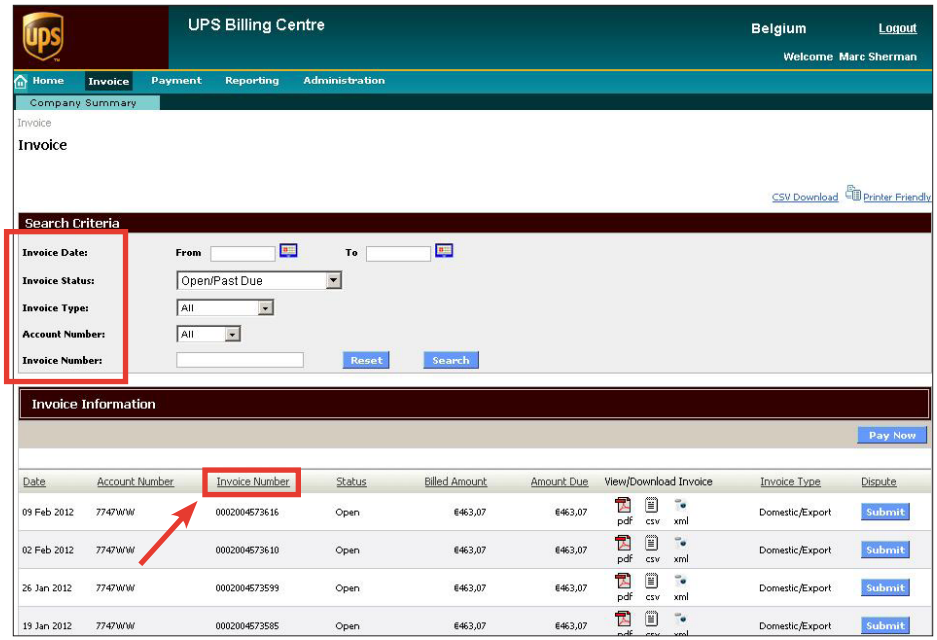
The following Invoice Status information is displayed on the Company Summary main Invoice screen :

- Past Due
- Payment Pending
- Open
- Underpayment/Adjustment
- Payment Returned
- Paid
- Overpayment/Adjustment

Users can provide the following Search Criteria to see specific information for Domestic/Export and Import invoices:

- Invoice Date
- Invoice Status
- Invoice Type
- Account Number
- Invoice Number

User must select an Invoice Number to view detailed invoice information.



View PDF

Select **View PDF** to view a PDF version of an invoice.

XML Download

Select the XML icon to view the data displayed on the screen in XML format.

UBD File Download

Select the CSV icon to view the UPS Billing Data file.

Printer Friendly

Select **Printer Friendly** to view and print a copy of the page.

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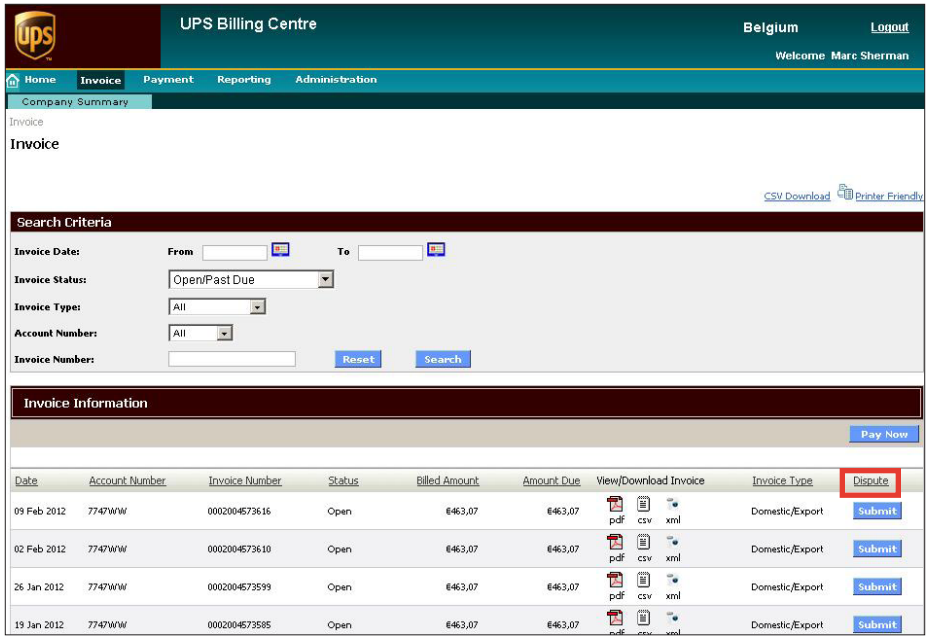
Adjustments/Disputes

From the Invoice screen, users can request an adjustment or dispute charges by selecting the **Dispute** link.

Adjustments to an invoice can only be made at the detail level. The user will select the total delivery charge amount on the bottom of the Shipment Detail screen.



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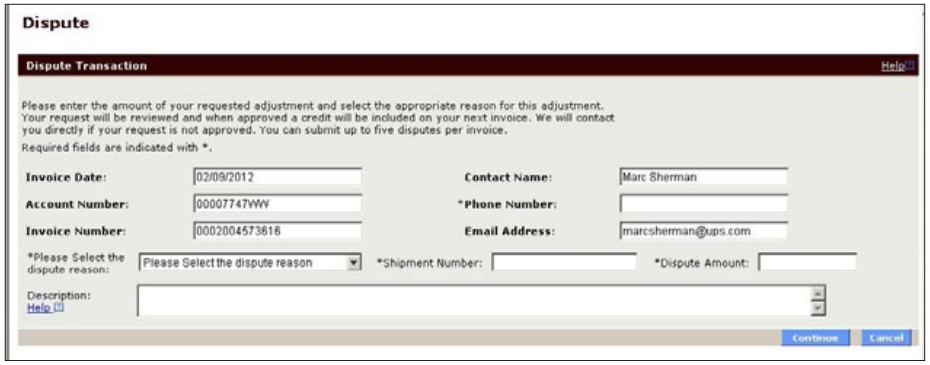
Adjustments/Disputes *(continued)*

When the **Dispute** link is selected, the Dispute Transaction form will be displayed. Users must complete the form by entering the disputed amount and select the appropriate reason.

The adjustment request will be reviewed and if approved, a credit will be applied to the next invoice. Users will be contacted directly if the adjustment request is not approved.

On submission of the Dispute Transaction form, a message informing the user that the adjustment has been submitted successfully will be displayed.



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5. Payment Tab

The Payment tab allows a user to set up and/or arrange payment for an invoice. The Company Administrator must assign users the role to pay invoices. Only an Administrator has the ability to set up a Payment Account. There are four payment modules:

- One-Time Payment
- Automatic Payments
- Payment Activity
- Payment Accounts

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Payment Tab

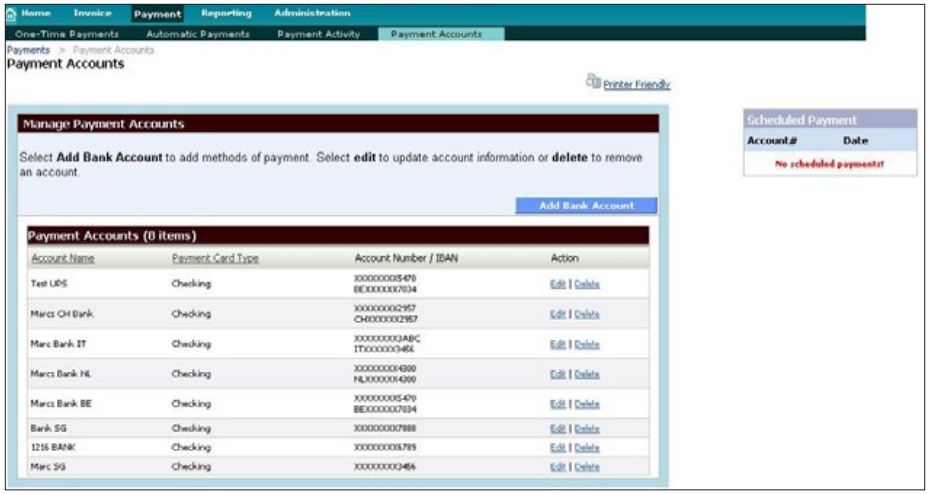
Payment Accounts

Before electronic payments can be initiated in the UPS Billing Centre, at least one Payment Account must be established.

Users may add payment accounts or view, edit or delete existing accounts.

From the Payment Accounts tab in the Payment area of the UPS Billing Centre, select **Add Bank Account** to establish a Payment Account.

(For accounts already established, select **Edit** to update account information or **Delete** to remove an account.)



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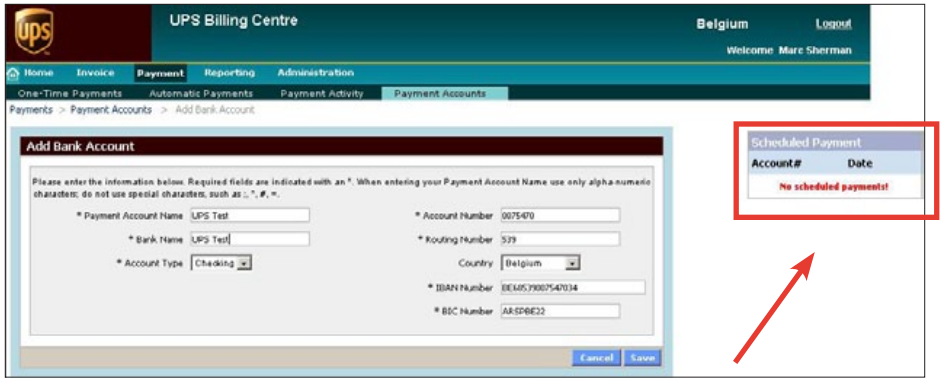
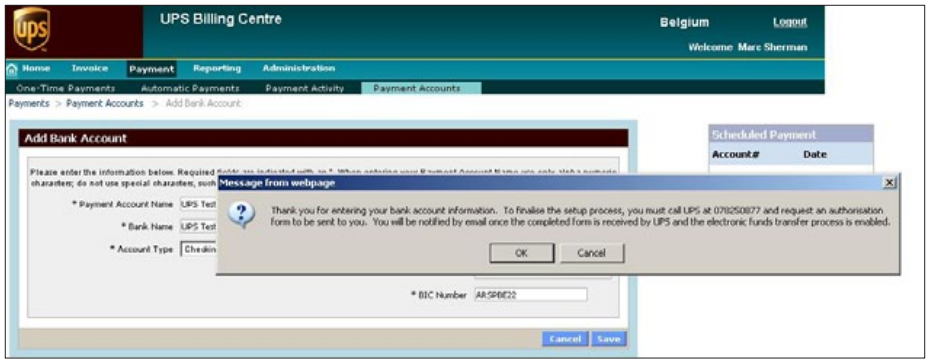
Payment Accounts *(continued)*

Next, the screen to add bank account information will be displayed. Users must enter information in the appropriate required fields. Use only alphanumeric characters in the Payment Account Name field.

Note: Do not use special characters (eg @, #, *, ?) in the Payment Account Name field.

Customers in Switzerland will first need to complete a bank mandate and send it to UPS before they can be set up for Electronic payments. To request a mandate form, contact UPS at 0800-558833.





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Payment Tab

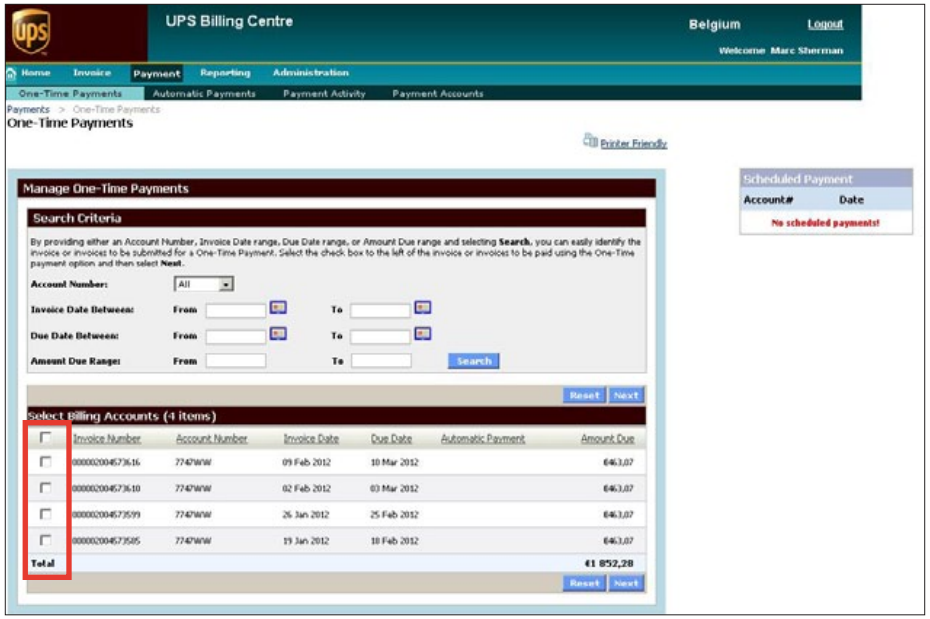
One-Time Payments

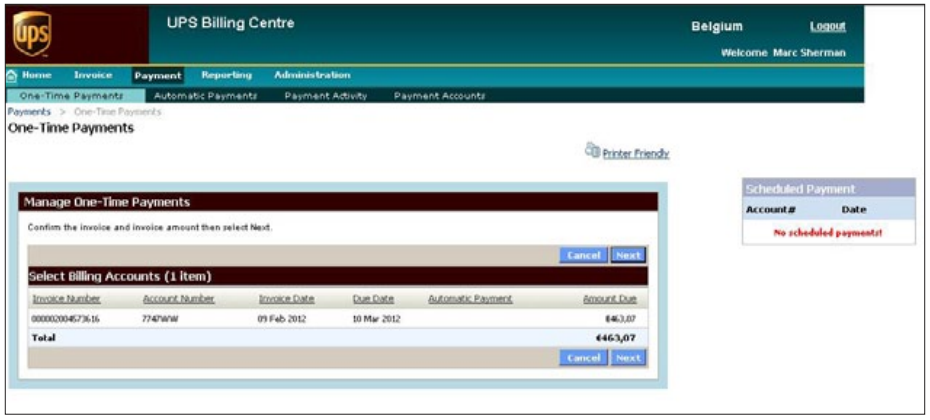
One payment option through the UPS Billing Centre is One-Time Payments. With One-Time Payments, the user must initiate the payment to UPS for each invoice to be paid.

Note: To schedule payments in the UPS Billing Centre, users must have at least one Payment Account established.

A user must select an invoice to pay every time.

Multiple invoices may be selected to streamline payment, by selecting the top tick box that selects all outstanding invoices, or by selecting only those invoices to be paid.





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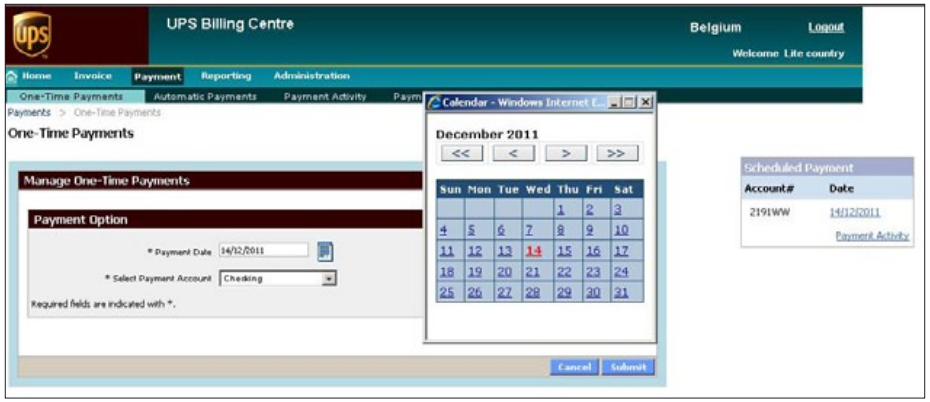
One-Time Payments *(continued)*

Next, users will be required to enter Payment Date and select the desired Payment Account.

Note: If the invoice is due upon receipt, the current day will be selected by default.

A One-Time Payments confirmation screen will be displayed. Users will be required to confirm the Invoice and invoice amount. The user will select **Next**.



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Automatic Payments

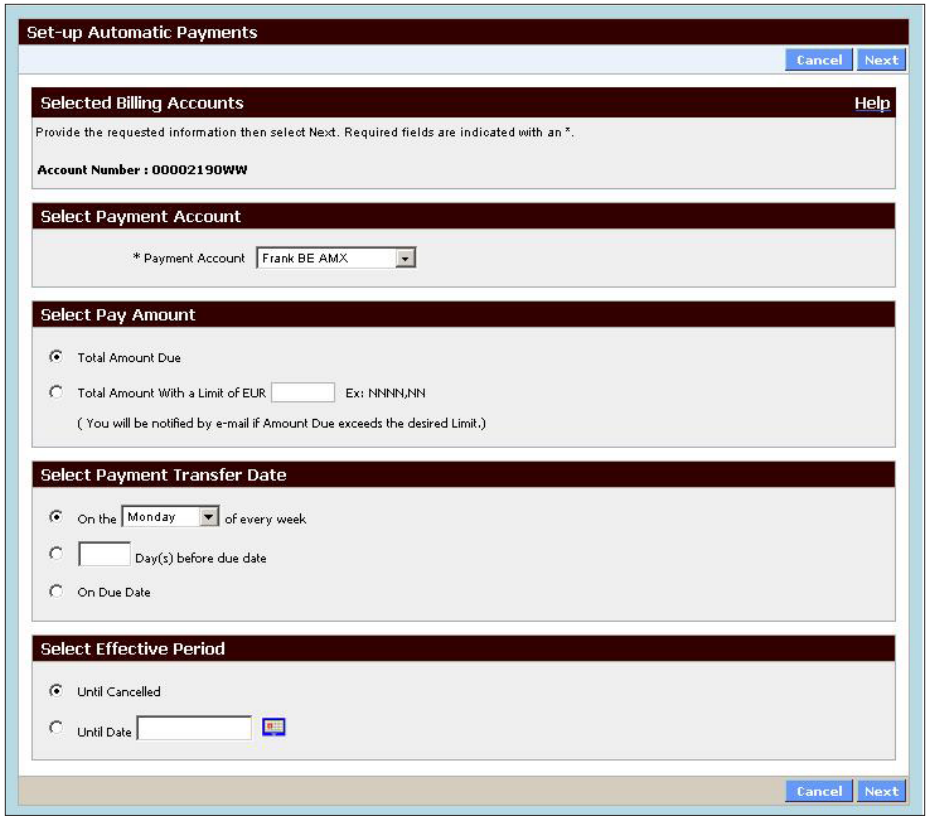
Automatic Payments allows users to set up payments for any invoice presented in the UPS Billing Centre.

Note: All outstanding invoices in the UPS Billing Centre must be paid using One-Time Payments prior to setting up Automatic Payments.

To set up Automatic Payments, users must:

- Select the **Payment** tab and then **Automatic Payments**
- Next, select **Add Automatic Payments** followed by **Next**
- Select the Account Number

Note: When enrolling multiple accounts at one time, the Automatic Payments profile will be the same. If different profiles are required, Automatic Payments should be set up separately for each account.



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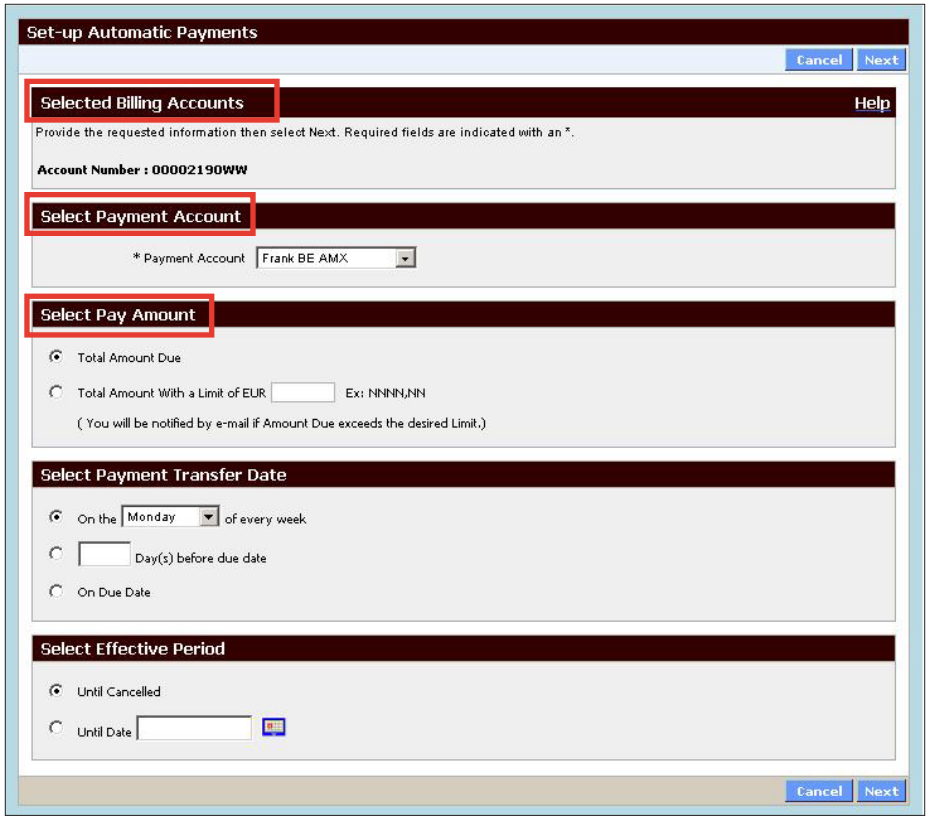
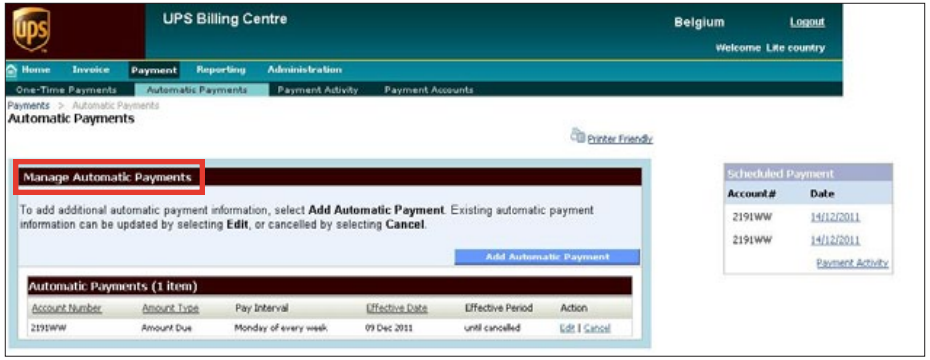
Automatic Payments *(continued)*

- Using the drop-down menu select the Payment Account
- Then provide the Pay Amount, Payment Transfer Date and Effective Period
- Select **Next**
- Verify Automatic Payment Details and select **Confirm**

Automatic Payments may be updated from the Manage Automatic Payments screen. Select **Edit** or **Cancel** to discontinue.

Automatic Payments will remain in effect until cancelled or the date specified by user.





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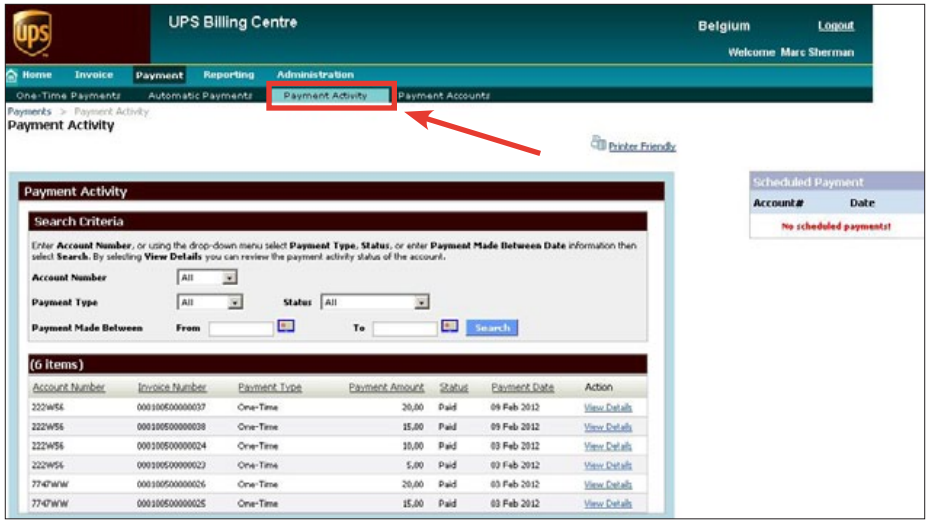
Payment Tab

Payment Activity

Users can view One-Time or Automatic Payments on the Payment Activity tab.

Up to one year of payment activity is available in the UPS Billing Centre.

If a payment has not been processed, users can edit the payment date or cancel scheduled payments.



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6. Administration / Profile Tab

The Administration tab is available to users with the role of Administrator. Administrators can add and manage users and accounts, user profiles and email notifications.

Profile is available to users who are not assigned an Administrator role. Users can manage their email notifications.

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Administration / Profile Tab

The Administration tab will be displayed only to Administrators.

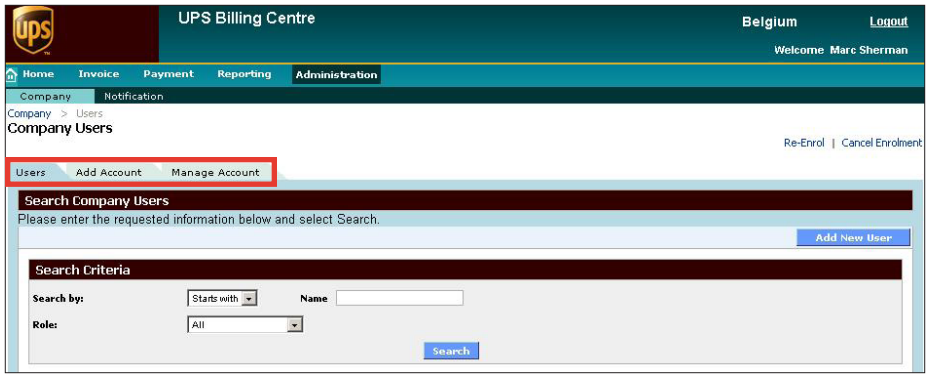
There are two tabs in Administration

- Company
- Notification

Company

Under Company there are three tabs:

- Users
- Add Account
- Manage Account



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Administration / Profile Tab

Company — Users — Administrator View

The Administrator can view, edit, delete and add users from this screen.

To add a new user, the Administrator must enter the user's My UPS ID and email address and assign a role to the user.

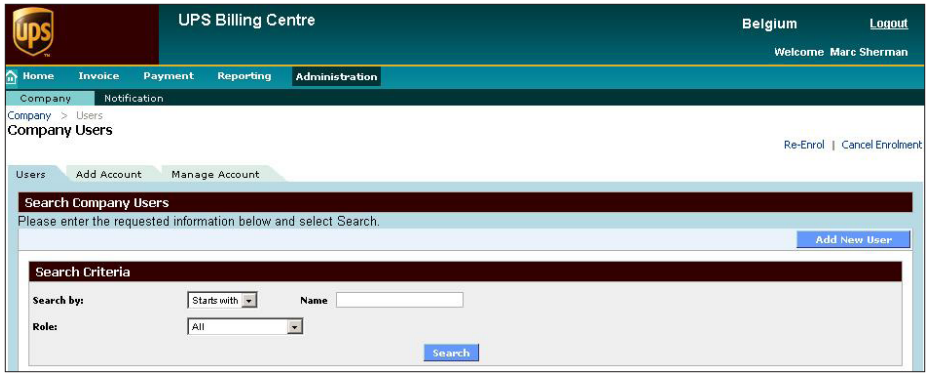
Available roles: View Only, View and Adjust, View and Pay, View Pay and Adjust, Administrator or Plan Manager.

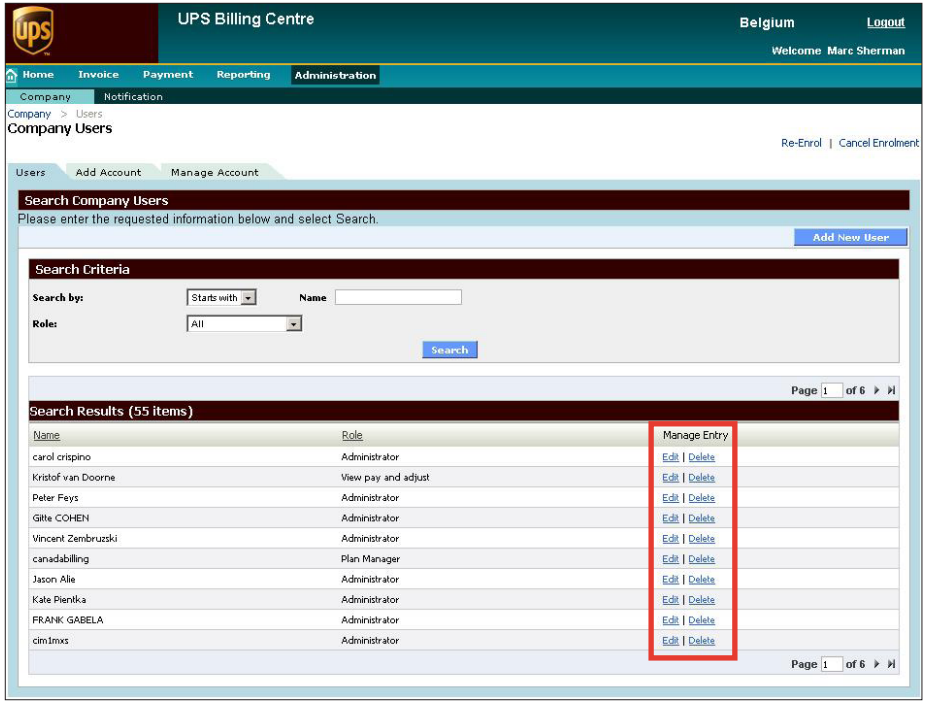
The Administrator will be presented a message informing them that the user has been added successfully.

The added user will now appear in the user list under search results.

To update/change a user's role, select **Edit**.

To remove a user from the Billing Centre, select **Delete**.





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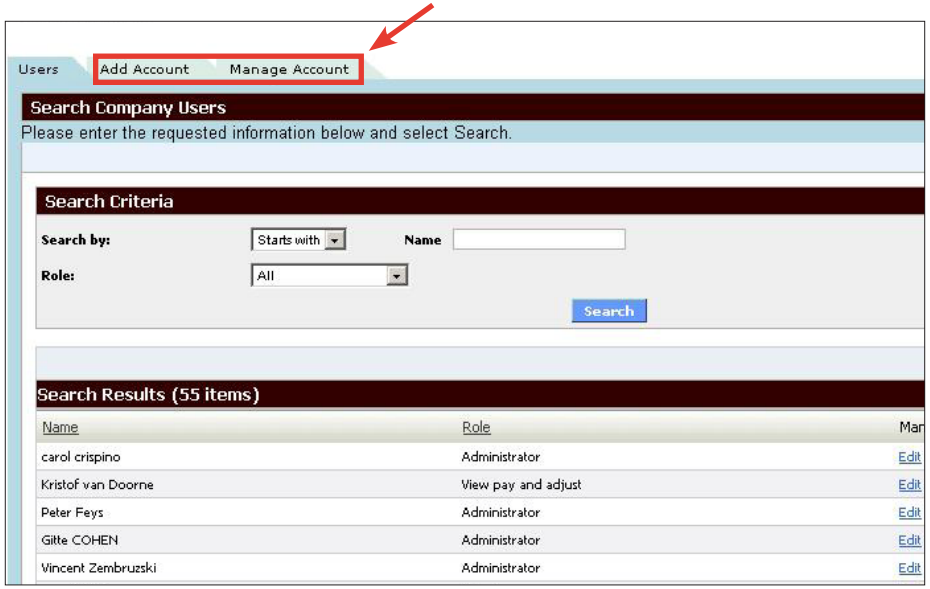
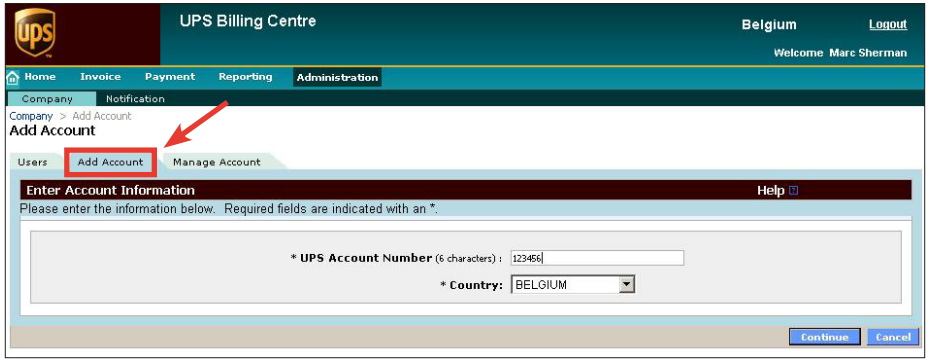
Company — Add Account

To authenticate an account in the Add Account section, an Administrator will be required to provide the account number, invoice number, invoice amount due and invoice date from a previous invoice.

Note: A message will be displayed to the Administrator after an account has been successfully authenticated.





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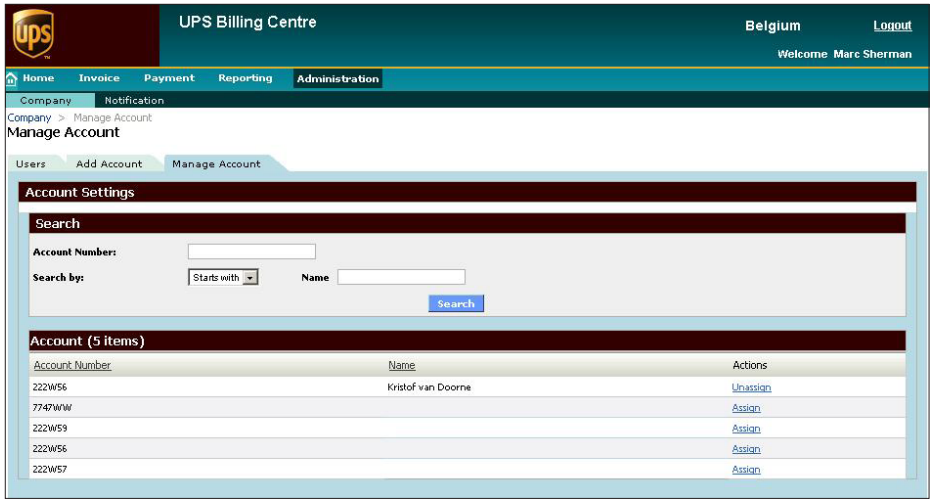
Company — Manage Account

Administrators have rights to all accounts in the company profile and are automatically associated to all accounts.

Non-Administrator users are not assigned to any accounts automatically and cannot view information from accounts they are not assigned to. Non-Administrator users must be manually assigned by an Administrator using Manage Account.

Manage Account is also used to disassociate (un-assign) a user from an account. When this is used, a message is displayed, warning the Administrator that they are about to disassociate a user from the account settings.



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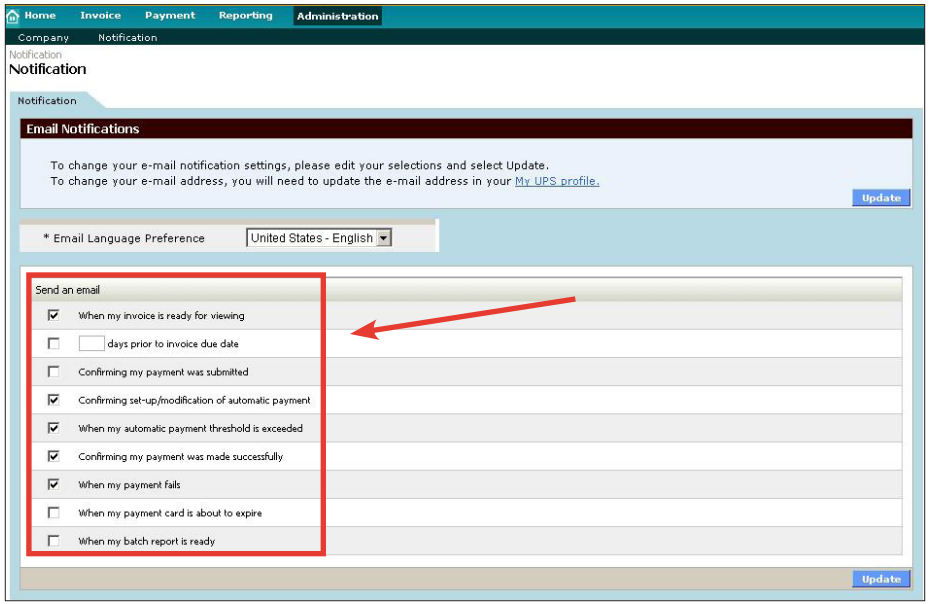
Notification — Administrators

Administrators can manage their email preferences on the **Notification** tab.

All Email Notification options will be displayed. Administrators must select all the desired boxes to receive an email when a specific activity occurs in the UPS Billing Centre. Users can update an email address by accessing their My UPS profile.

Administrator


Home
Invoice
Payment
Reporting
Administration
Company
Notification
Notification
Notification
Email Notifications
To change your e-mail notification settings, please edit your selections and select Update.
To change your e-mail address, you will need to update the e-mail address in your My UPS profile.
Update
* Email Language Preference
United States - English
Send an email
When my invoice is ready for viewing
days prior to invoice due date
Confirming my payment was submitted
Confirming set-up/modification of automatic payment
When my automatic payment threshold is exceeded
Confirming my payment was made successfully
When my payment fails
When my payment card is about to expire
When my batch report is ready
Update

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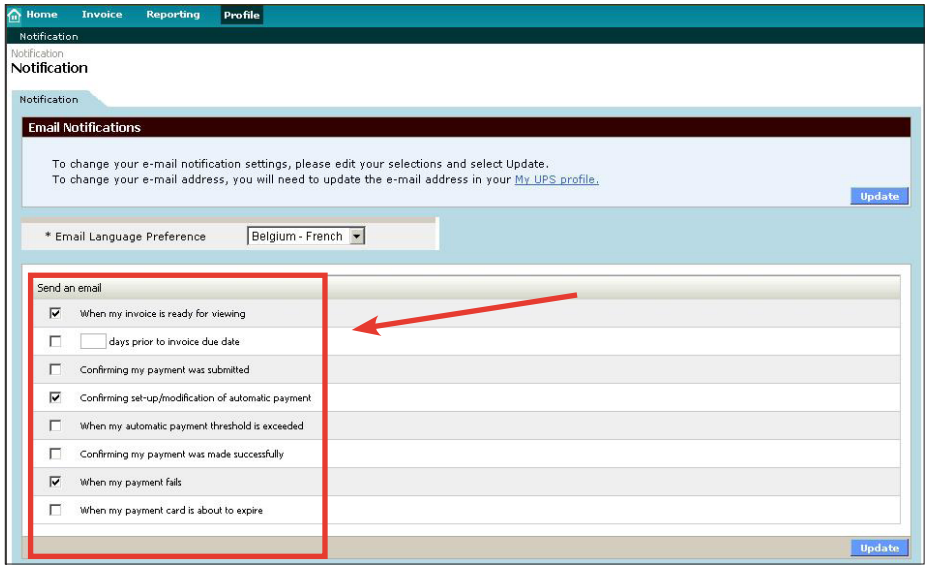
Notification — Non-Admin Users

Non-Admin Users can manage their email preferences on the Notification tab.

All Email Notification options will be displayed. Non-Admin Users must select all the desired boxes to receive an email when a specific activity occurs in the UPS Billing Centre. Users can update an email address within their My UPS profile.

Non-Admin User


Home
Invoice
Reporting
Profile
Notification
Notification
Notification
Email Notifications
To change your e-mail notification settings, please edit your selections and select Update.
To change your e-mail address, you will need to update the e-mail address in your My UPS profile.
Update
* Email Language Preference
Belgium - French
Send an email
When my invoice is ready for viewing
days prior to invoice due date
Confirming my payment was submitted
Confirming set-up/modification of automatic payment
When my automatic payment threshold is exceeded
Confirming my payment was made successfully
When my payment fails
When my payment card is about to expire
Update

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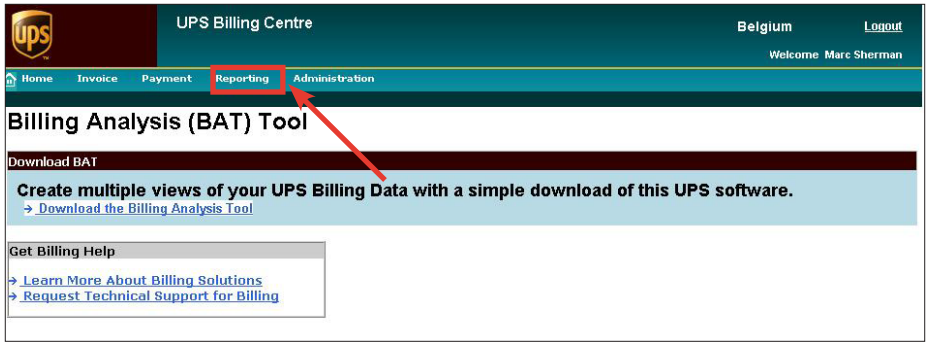
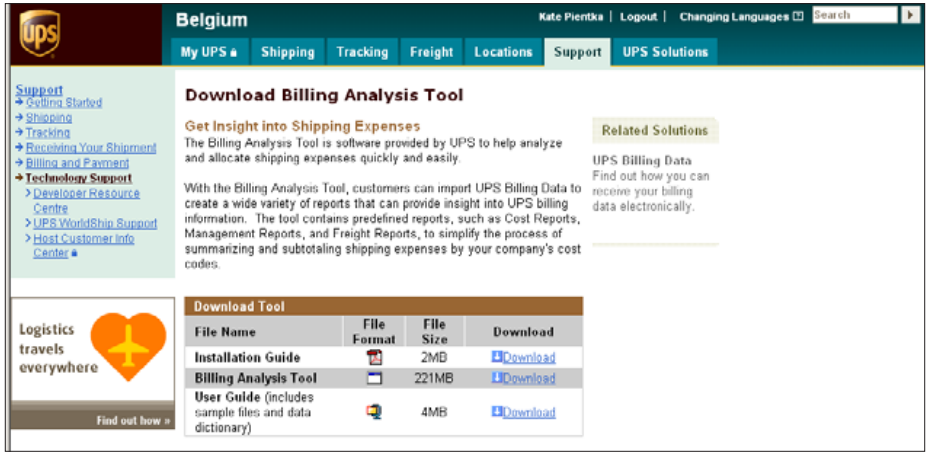
7. Reporting Tab

The reporting tab directs customers to download the Billing Analysis Tool. Customers will be directed to the download page.




Belgium
Kate Pientka | Logout | Changing Languages
Search
My UPS
Shipping
Tracking
Freight
Locations
Support
UPS Solutions
Support
Getting Started
Shipping
Tracking
Receiving Your Shipment
Billing and Payment
Technology Support
Developer Resource Centre
UPS WorldShip Support
Host Customer Info Center
Download Billing Analysis Tool
Get Insight into Shipping Expenses
The Billing Analysis Tool is software provided by UPS to help analyze and allocate shipping expenses quickly and easily.
With the Billing Analysis Tool, customers can import UPS Billing Data to create a wide variety of reports that can provide insight into UPS billing information. The tool contains predefined reports, such as Cost Reports, Management Reports, and Freight Reports, to simplify the process of summarizing and subtotaling shipping expenses by your company's cost codes.
Related Solutions
UPS Billing Data
Find out how you can receive your billing data electronically.
Logistics travels everywhere
Find out how »
Download Tool
File Name
File Format
File Size
Download
Installation Guide
2MB
Download
Billing Analysis Tool
221MB
Download
User Guide (includes sample files and data dictionary)
4MB
Download

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8. Customer Support

UPS Billing Centre users can obtain support through the following ways:

- Use help information available in the UPS Billing Centre
- Use help information available at ups.com
- Contact the Company Administrator for their UPS Billing Centre Company
- Contact UPS via email by completing a webform on ups.com
- Contact UPS via telephone

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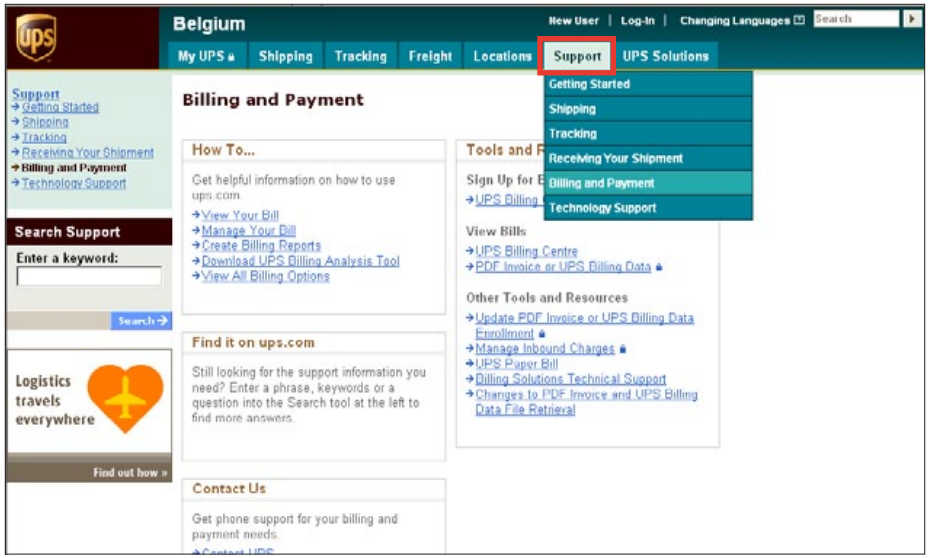
Support Information on ups.com

Support information may be found in ups.com Support.

ups.com Support allows customers to get answers to questions about the features and functions in the UPS Billing Centre.

Customers can learn more about invoices and access Technical Support.



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Customer Support

Email UPS

UPS Billing Centre users may contact UPS via email by submitting a form at ups.com.

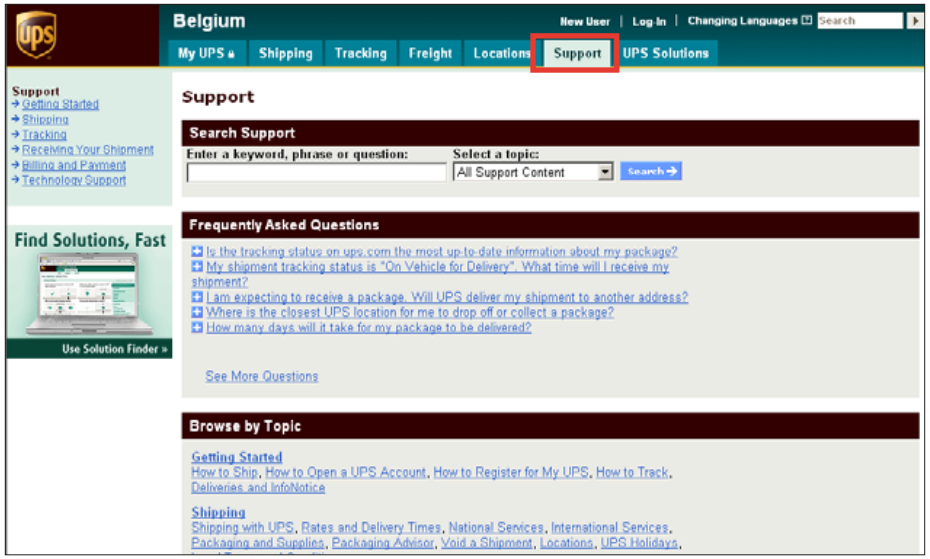
To submit an email, select the **Support** tab on ups.com, and then select the **Email UPS** link to access the Technical Support form.

Enter the required information. Select **Technical Support** from the Support Category drop-down box and then select **Billing Solutions** from the Support Topic drop-down box.

Select the **Next** button at the bottom of the screen.

Complete the information fields, selecting **UPS Billing Centre**, and enter your question or comment.

Select **Send Email** button in the lower right-hand side of the screen.


Belgium
New User | Log-In | Changing Languages
Search
My UPS
Shipping
Tracking
Freight
Locations
Support
UPS Solutions
Support
Getting Started
Shipping
Tracking
Receiving Your Shipment
Billing and Payment
Technology Support
Find Solutions, Fast
Use Solution Finder »
Support
Search Support
Enter a keyword, phrase or question:
Select a topic:
All Support Content
Search
Frequently Asked Questions
Is the tracking status on ups.com the most up-to-date information about my package?
My shipment tracking status is "On Vehicle for Delivery". What time will I receive my shipment?
I am expecting to receive a package. Will UPS deliver my shipment to another address?
Where is the closest UPS location for me to drop off or collect a package?
How many days will it take for my package to be delivered?
See More Questions
Browse by Topic
Getting Started
How to Ship, How to Open a UPS Account, How to Register for My UPS, How to Track, Deliveries and InfoNotice
Shipping
Shipping with UPS, Rates and Delivery Times, National Services, International Services, Packaging and Supplies, Packaging Advisor, Void a Shipment, Locations, UPS Holidays,

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Customer Support

Telephone Support

Customers may contact UPS by telephone for questions about their invoices and technical support.

- *Frequently Asked Questions: http://www.ups.com/content/ch/en/resources/index.html?WT.svl=PriNav*
- *Submit an Email request: https://www.ups.com/upsemail/input?loc=en_CH&reqID=SUP*

Domestic Invoice 0800 404 505

Import Invoice 0800 404 505

Technical Support 0800 82 25 54

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